

**6M-9.120 Early Learning Coalition Performance Standards and Evaluations.**

(1) Definitions.

(a) “Customer service satisfaction survey” is a questionnaire of performance that measures customers’ or related stakeholders’ level of satisfaction with services.

(b) “Early learning programs” means the local administration of the Child Care Resource and Referral (CCR&R) Network, School Readiness (SR) and Voluntary Prekindergarten (VPK) programs.

(c) “Needs Improvement” means there is moderate evidence that performance standards are satisfactorily met.

(d) “Not Substantially Met” means there is little to no evidence that performance standards are satisfactorily met.

(e) “Performance level” is a description of how high or low a performance rating is within a performance standard.

(f) “Performance rating” means the final performance level resulting from an evaluation of performance standards.

(g) “Performance standards” are the criteria that will establish how well an early learning coalition implements the service delivery and local administration of the CCR&R Network, SR, and VPK programs.

(h) “Substantially Met” means there is evidence that most or all performance standards are satisfactorily met.

(2) Early Learning Coalition Performance Standards. The Division of Early Learning (DEL) shall measure the ability of each early learning coalition to meet performance standards using data from requirements in the DEL Grant Agreement, review of school readiness plans, compliance with the customer service satisfaction survey requirements, and CCR&R, SR, and VPK programmatic and fiscal monitoring, at a minimum.

(a) DEL shall evaluate the coalitions on the following performance standards:

1. Coalition submits early learning program grant agreement deliverables and reports on or before the due date;
2. Coalition maintains and provides CCR&R services in accordance with Rule 6M-9.300, F.A.C.;
3. Coalition implements the school readiness program according to its DEL approved SR coalition plan pursuant to Rule 6M-9.115, F.A.C.;
4. Coalition maintains compliance with financial management requirements for early learning programs (i.e., fiscal reports, revenue, and expenditures); and
5. Coalition completes corrective action plans within required timeframe, if applicable.

(b) Coalitions will receive a performance rating, as outlined in paragraph (4)(a) below, based on the outcome of the evaluation.

(3) Customer Service Satisfaction Survey. The customer service satisfaction survey will be completed by parents, child care providers, CCR&R customers, and early learning coalition board members required under s. 1002.83, F.S.

(a) Beginning in fiscal year 2022-2023, the customer satisfaction survey shall be disseminated to:

1. Customers upon completion of a CCR&R inquiry in accordance with Rule 6M-9.300, F.A.C.;

2. Parents upon an initial eligibility determination, and annually thereafter at redetermination, for the SR or VPK programs, as applicable;

3. Child care providers upon execution of the statewide provider contract for participation in SR or VPK programs; and,

4. Early learning coalition board members annually.

(b) An early learning coalition with survey results below sixty (60) percent will be placed on a corrective action plan for a period of one (1) year.

(4) Early Learning Coalition Performance Outcomes and Evaluations. The outcome measures from evaluations of performance standards identified in paragraph (2)(a) of this rule will determine the coalition's performance rating.

(a) A summative performance rating. DEL shall determine each coalition's performance rating using these performance levels: substantially met, needs improvement, or not substantially met. Performance levels measure compliance with performance standard criteria that indicate the coalition's effectiveness in the implementation and financial management of early learning programs.

(b) Needs Improvement Performance Ratings. The DEL will provide an early learning coalition with recommendations for improving performance in identified criteria. An early learning coalition may request technical assistance from the DEL for implementing recommendations.

(c) Not Substantially Met Performance Ratings. The DEL shall issue a corrective action plan to an early learning coalition with a performance rating of "not substantially met" or a customer service satisfaction survey result below sixty (60) percent. Corrective action plans shall include technical assistance, staff professional development, or coaching. If a coalition fails to receive a customer service satisfaction survey result at or above the sixty (60) percent threshold after the one (1) year corrective action period or does not receive a performance rating

above “not substantially met” at the next evaluation, the DEL may opt to contract with a qualified entity to continue the delivery of CCR&R, SR, and VPK services in the coalition’s service area until the DEL reestablishes the coalition’s eligibility or merges the coalition with an existing early learning coalition that has substantially met the performance standards.

(5) Chief Executive Officer (CEO) or Executive Director Evaluation. The Early Learning Coalition Board Chair or other delegated member(s) shall annually complete the Chief Executive Officer/Executive Director Annual Performance Evaluation, Form DEL-SR 120, August 2022, for the ELC’s CEO or executive director. The evaluation must be completed and submitted to DEL by August 30 of each year. The Chief Executive Officer/Executive Director Annual Performance Evaluation, Form DEL-SR 120, August 2022, is incorporated by reference and a copy may be obtained from the DEL’s website at [www.floridaeearlylearning.com](http://www.floridaeearlylearning.com) or from the following link: (<http://www.flrules.org/Gateway/reference.asp?No=Ref-14589>).

(6) Early Learning Coalition Mergers. Coalitions that fail to satisfactorily meet the requirements in subsections (3) and (4) above, may be required to merge their services with another coalition.

(a) Coalitions required to merge must submit the following documentation to DEL within thirty (30) calendar days of receiving written notification:

1. Statement of coalition’s current service area by county;
2. A description of proposed allocation of personnel services;
3. The current financial situation and the anticipated financial situation for two grant program years;
4. Active contracts related to service providers or material service organizations that will remain part of the coalition’s service delivery model;
5. The process by which continuity of services, programs, and operations will be ensured;
6. Identification of the method proposed to reallocate board membership positions among the counties in the newly proposed service area;
7. A description of any proposed improvements or changes to coordinate and reduce the wait list for the newly merged or changed service area;
8. A description of any proposed changes to the service delivery model (i.e., use of a material service organization, contracted service provider, outsourced fiscal management or program services, etc.); and,
9. A description of any record management systems not captured in the Statewide Single Information System.

(b) DEL will notify the impacted adjacent coalitions of an intent to merge within fifteen (15) calendar days of receiving the documentation in paragraph (6)(a) above.

1. The impacted coalition(s) must submit a response to DEL within fifteen (15) calendar days of receiving the intent, which may include the following:

a. A statement of support for merging with the coalition;

b. A statement identifying any additional information the coalition requires to be able to continue the operations of the merging coalition;

c. A statement of interest in alternate arrangements for merging specific portions of the coalition's service area.

2. An impacted adjacent coalition may review the intent to merge with the board's Executive Committee in the event the full governing board meeting will not be held within the required response time deadline.

(c) The DEL will review documentation submitted, applicable coalition corrective action plan results and performance standard outcome measures within the previous two consecutive years to approve a coalition merger. Approved coalition mergers require a coalition to develop a merger plan that includes procedures for consolidation that minimize duplication of programs and services and for the early termination of the terms of the coalition members required to accomplish the merger. This plan must be submitted to DEL for review within thirty (30) calendar days from the DEL approval date.

Rulemaking Authority 1001.02(1), (2)(n), 1002.82(3), (5), 1002.83(14), FS. Law Implemented 1002.82(3), (5), 1002.83(14), FS. History—New