



Quality Assurance and Compliance Monitoring

Adult Education and Family Literacy

Adult Literacy League

Final Report
August 3, 2011

FLORIDA DEPARTMENT OF EDUCATION



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August 3, 2011

Ms. Joyce Whidden, Executive Director
Adult Literacy League
325 West Michigan Street, Suite 100
Orlando, Florida 32806

Dear Ms. Whidden:

We are pleased to provide you with the Final Report of Monitoring of the Adult Education and Family Literacy programs from our visit on May 16, 2011. The report will also be placed on our website at <http://www.fldoe.org/workforce/compliance.asp>.

We appreciate the leadership and professionalism demonstrated by your staff during the review process. If we can be of any assistance, please contact Eileen L. Amy, Director of Quality Assurance and Compliance. Ms. Amy may be reached at 850/245-9033, or via electronic mail at Eileen.Amy@fldoe.org.

Thank you for your continuing commitment to improve services for Florida's students.

Sincerely,

A handwritten signature in cursive script that reads "Loretta Costin".

Loretta Costin

LBC/ela

Enclosure

C: Tashi Williams

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**Adult Literacy League (ALL)
Adult Education and Family Literacy
Quality Assurance Monitoring Report**

I. INTRODUCTION

The Florida Department of Education (FDOE), Division of Career and Adult Education (Division), in carrying out its roles of leadership, resource allocation, technical assistance, monitoring and evaluation, is required to oversee the performance and regulatory compliance of recipients of federal and state funding. The Quality Assurance section of the Bureau of Grants Administration and Compliance (Bureau) is responsible for the design, development, implementation and evaluation of a comprehensive system of quality assurance including monitoring. The role of the Quality Assurance System is to assure financial accountability, program quality and regulatory compliance. As stewards of federal and state funds, it is incumbent upon the Division to monitor the use of workforce education funds and regulatory compliance of providers on a regular basis.

II. AUTHORITY

The Florida Department of Education receives federal funding from the U.S. Department of Education for Adult Education and Family Literacy under the Adult Education and Family Literacy Act of 1998. FDOE awards sub grants to eligible providers to administer local programs. FDOE must monitor providers to ensure compliance with federal requirements, including Florida's approved state plans for adult education/family literacy.

Additional cites noting authority to monitor and pertinent laws and regulations are located in the 2010-11 *Quality Assurance Policies, Procedures, and Protocols*, Module A, Section 1.

III. QUALITY ASSURANCE POLICIES, PROCEDURES, AND PROTOCOLS

The *Quality Assurance Policies, Procedures, and Protocols* (Manual) was revised in the 2010-11 program year. The Manual was provided to each provider prior to the monitoring visit. The Manual provides a summary of each facet of the monitoring design and the process. It also contains protocols that may be used as agencies are monitored or reviewed. References may be made to the Manual in this document; it is located on the Division's website at <http://www.fldoe.org/workforce/compliance.asp>.

IV. PROVIDER SELECTION

Various sources of data are used throughout the implementation of the Quality Assurance System. The monitoring component of the system is risk-based. Risk Assessment is a process used to evaluate variables associated with the grants and assign a rating for the level of risk to the Florida Department of Education and the Division of Career and Adult Education.

In some cases, specifically with Community- and Faith-Based Organizations (CBOs and FBOs), the evaluations of the risk factors result in similar scores. Therefore, such organizations may be evaluated on a periodic and/or cyclical basis as determined appropriate by the Division. For on-site visits, agencies may be chosen to fit in with regularly scheduled travel or scheduled separately as determined by the Director.

Due to a scheduled visit to a local provider, the monitoring strategy for the Adult Literacy League was determined to be an on-site visit. Notification was sent to Ms. Joyce Whidden, Executive Director, on November 16, 2010.

The on-site visit to the agency was conducted May 16, 2011, by three representatives of the Quality Assurance Section of the Division: Ms. Eileen L. Amy, Director of Quality Assurance and Compliance and Program Specialists, Ms. Sheryl Walden and Mr. Tashi Williams.

V. ADULT LITERACY LEAGUE

The Adult Literacy League, Inc. (ALL) started in 1943 and serves as the premier literacy resource providing education, training and information in Central Florida. ALL's multipurpose literacy center in downtown Orlando, Florida, is the principle site, but tutoring takes place at library branches, workplaces and other facilities throughout their service area.

ADULT EDUCATION GRANTS

<u>Year and Grant Number</u>	<u>Type</u>	<u>Total</u>	<u>Unexpended Funds</u>
2008-09 710-1939A-9PE01	EL/Civics	\$ 39,350	\$ 2,630
2009-10 710-1930A-0PE01	EL/Civics	\$ 47,603	\$ 3,758
2010-11 710-1931A-1PE01	EL/Civics	\$ 47,603	

Additional information about the provider may be found at the following web address:

www.adultliteracyleague.org

VI. MONITORING ACTIVITIES

The monitoring activities included pre-visit planning conference calls; an entrance conference; interviews with administrators, staff and students; record reviews; and an exit conference.

Entrance and Exit Conferences

The entrance and exit conferences for the Adult Literacy League were conducted on May 16, 2011; the following persons were present at both meetings:

Joyce Whidden
Eileen L. Amy
Sheryl Walden
Tashi Williams

Interviews/Observations/Records Review

Interviews were conducted with the administrators, staff and students during the course of the visit. Administrative, financial, and program records were reviewed. A complete list is provided in Section VII. Some policies and procedures were reviewed and discussed during the course of the visit.

VII. RESULTS

Adult Literacy League
May 16, 2011

Administration:

- The ALL is highly regarded in the community and nationally accredited with Pro-Literacy.
- The ALL serves learners with demonstrated limited English language literacy proficiency in Orange, Osceola and Seminole Counties.
- The organization currently funds over 70 ESOL students; they served 1,400 students last year.
- As an independent 501(c) organization, the ALL has a Governing Board.
 - The Board meets monthly.
 - Board members are donors.
 - Uses specific term limits:
 - Each term is two (2) years
 - Each member may serve up to three (3) terms; 85% make three-term limit.
 - One student serves on the Board.
- The ALL does not have an Advisory Board but has working committees including:
 - Planning and Finance
 - Curriculum and Program
 - Community Relations
- Community members serve on the Board's committees.
- An Annual Report is produced; organization uses an interactive website which supports its goals.

- Professional development includes the Florida Literacy Conference and National Literacy Conference.
- DOE grant dollars are supplemental and only provide eight percent of funding to the agency.
- Fundraising activities include:
 - “Reading Between the Wines” event featured author Carl Hiassen; raised \$72,000 at a cost of \$3,000 to produce.
 - “Lawyers for Literacy” Spelling Bee sponsored by young lawyers section of the Orange County Bar; raised \$20,000.
 - An E-Tapestry grant was written to secure funding for software.
- An emergency succession plan is in place for staff addressing the following:
 - Interim directors are identified;
 - Staff are cross-trained; and,
 - Long-term succession plan includes the use of long-term volunteers.

Training and Instruction:

- ALL offers the following programs:
 - Adult Basic Education (ABE)
 - English for Speakers of Other Languages (ESOL)
 - Family Literacy
- Additional services are provided by the ALL, including:
 - free one-to-one and small group literacy instruction in various communities;
 - ensures that every student has a tutor;
 - recruits and refers adult learners and volunteers;
 - trains literacy tutors;
 - provides continuing education to tutors and students through mentoring, training, seminars and computer labs;
 - provides scholarships for learning materials and curriculum;
 - provides health and financial literacy classes and job skills; and,
 - counseling, advisement and support are available for all students.
- Recruitment and enrollment are ongoing and open at the ALL for ESOL classes and for matching with a volunteer.
 - Students who need intensive services are served at the multipurpose literacy center in downtown Orlando.
 - High-performing students may be referred to Seminole State College or to Orange County Public Schools.

Data and Assessment:

- Pre-testing is administered after the first 12 hours of attendance; post-testing is completed quarterly.
- Students are not usually identified for testing prior to the scheduled time.
- Students receive an Intake Form and Schedule when they enroll in the program.
- The Basic English Skills Test (BEST) Literacy and/or BEST Plus, is/are administered to all enrolling students; Orange County Public Schools uses the Comprehensive Adult Student Assessment System (CASAS).
- Student assessment is ongoing at the ALL and all data is collected in the Literacy Adult and Community Education System (LACES) data management system as well as in the student’s personal file.
 - Instructors report weekly on instructional activities.
 - Volunteer tutors submit a monthly tutoring report.

Concerns and Recommendations

Concern: The ALL reports only a small group of students for funding opportunities.

Recommendation: It is the expectation that all AE providers report the total number of students enrolled. Agency leadership must work with DOE staff to ensure that reporting data is completed correctly.

- * Be advised that this monitoring report will not receive closure status until all issues relating to the reporting of data have been resolved according to the requirements set by the FDOE.

Collaboration and Partners:

- In order to increase public awareness of literacy through community events, the ALL has formed many partnerships with the following community organizations:
 - Costa DeVault
 - United Way and associated member agencies
 - Orange County Head Start
 - Community Health Centers
 - Winter Park Day Nursery
 - Local businesses
- ALL works collaboratively with the Florida Literacy Coalition's student hotline as well as long-time media partners to advertise program services for English Language Literacy and Civics Education (EL/Civics).

Access and Equity:

- Non-discrimination notices are posted in the multipurpose literacy center and listed in printed material.
- The notices contained all protected classes.

Records Review:

- Financial and programmatic records were reviewed to determine compliance with federal and state rules and regulations. The following were reviewed:
 - General and Board Policies Manual
 - Personnel Procedures
 - Code of Conduct
 - Client Intake Form
 - Program Service Plan
- Grant Deliverables reviewed included:
 - Bank statements
 - Detail of monthly transactions
 - Salary expenditures
 - Employee timesheets
 - Deliverable tracking sheets
 - Invoices and schedules

Concerns and Recommendations

Concern: Invoicing is not current.

Recommendation: Develop a plan to assure that invoicing stays on schedule.

Interviews and Observations:

- Students were interviewed and a class was observed at the Semoran Public Library with the following results:
 - The class consisted primarily of women.
 - There was strong teacher/student interaction.
 - The class is tailored according to the needs of the students.
 - There are numerous ability levels among the students.
 - The students do the majority of the talking and are encouraged to speak English; the teacher is the facilitator during class.
 - The class session was varied in instruction and activities.
 - The goal of students was to learn as much English as possible.
 - Students found out about the program by visiting the library, from family friends and community events.

- Students stated that the program has brought many opportunities to the community including learning how to use the computer.

VIII. REQUIRED RESOLUTION ACTIVITIES

Adult Education and Family Literacy

1. Corrective Action Plan – None required
2. Action Plan – The ALL must provide an Action Plan (Appendix A) to address the concerns noted in this report.

IX. SUMMARY

Once the field work, including receipt of requested information is completed, a draft report is forwarded to the provider for review. Comments are accepted and considered. The final report is completed and forwarded to the Agency Head with a copy to the appropriate parties. The Bureau's site visit co-leader monitors and conducts follow-up activities to assure issues have been satisfactorily completed within the stated timelines. Finally, the Bureau issues a Closure Notice to the Agency Head and designated contact person. This notice indicates all outstanding items have been completed.

We want to extend our appreciation to all participants in the Adult Literacy League's on-site monitoring visit. Special thanks to Joyce Whidden and Gina Solomon for their participation and leadership in this process.

